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April 11, 2006

TO: Commissioner for Patents  
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FROM: Andre L. Marais  
OUR REF: 2046.085US1

TELEPHONE:

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Document(s) Transmitted: **Request for Withdrawal as Attorney or Agent (1 pg.).**

Total pages of this transmission, including cover letter: 2 pgs.

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In re. Patent Application of: Robert Joyce et al.

Examiner: (Unknown)

Serial No.: 10/687,956

Group Art Unit: 2173

Filed: October 17, 2003

Docket No.: 2046.085US1

Title: **METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT TO A CUSTOMER  
WITH A CUSTOMER INTERACTION SYSTEM**

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PTO/SB/83 (01-06)

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<b>REQUEST FOR WITHDRAWAL AS ATTORNEY OR AGENT AND CHANGE OF CORRESPONDENCE ADDRESS</b>	Application Number	10/687,956
	Filing Date	Oct 17, 2003
	First Named Inventor	Robert Joyce
	Art Unit	2173
	Examiner Name	
Attorney Docket Number	2046.085US1	

**To: Commissioner for Patents**

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Please withdraw me as attorney or agent for the above identified patent application, and

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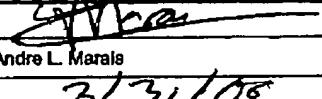
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